 

**“Service design approach in the development of nursing services”**

**WP2.3**

**6th -10th December 2021**

**KMU**

Gogol str., 40, Karaganda, Kazakhstan

**Welcome to the Master Class on “Service design approach in the development of nursing services”**

Dear colleagues,

We are pleased to have you in the Master Class on “Service design approach in the development of nursing services” which will be held in Karaganda, KMU, Gogol str., 40, Kazakhstan, on 6th -10th December 2021.The program of the Master Class is below for your kind attention. The Master Class is part of the AccelEd project (“Accelerating Master and PhD Level Nursing Education Development in the Higher Education System in Kazakhstan”), which is co-funded by the EU through the Erasmus+, which implements innovative projects to increase capacity and reform higher education.

The Master Class is organized for the academic staff of medical universities nursing faculty and their university hospital clinics staff and Master and PhD students. The aim of the Master Class is to enhance participants´ knowledge and skills to create and organize the processes, ways of working, methods and interaction that produce innovations and collaboration among different partners.

In the Master Class training participants will gain understanding of contemporary methodology on **how nursing services can be developed based on customers’ point of view and in collaboration with practitioners and end-users**.

Master Class will be organized jointly by JAMK and KMU. The international expert lecturers of the training are:

Johanna Heikkilä – Senior Advisor, PhD (Nursing science), JAMK University of Applied Sciences, Finland.

Hannele Tyrväinen – Senior Lecturer, HYVI Health, Health Studies, Welfare, School of Health and Social Studies, JAMK University of Applied Sciences, Finland.

Thora Hafsteinsdottir – Dr., senior researcher, Nursing Science Department, UMC Utrecht/University Utrecht, Netherlands.

Aurelija Blaževičienė – Chief Researcher, Professor in nursing and Head of the Nursing and care department at Lithuanian University of Health Sciences, Lithuania.

Lisbeth Fagerström – PhD, RN, Professor in Health Sciences, Faculty of Education and Welfare Studies at Abo Academi University, Finland.

Paolo Colet – PhD, MAN, RN, RM, AFAAQHC, Assistant Professor at Nazarbayev University School of Medicine

Translation into Russian language will be provided. Please provide a list of participants by **November 15, 2021** to prepare and send personalized invitations to universities and clinical practice partners to [kuanysh@kgmu.kz](mailto:kuanysh@kgmu.kz).

Contact persons: ***Zhuldyz Kuanysh,*** *public relation specialist, Karaganda Medical University,* [*kuanysh@kgmu.kz*](mailto:kuanysh@kgmu.kz)*, +77058283096*

Sincerely,

AccelEd team

PROGRAM OF **to the Master Class on “Service design approach in the development of nursing services”**

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| **Date 5th of December**  **Travelling day** | | |
| **Arrival to Karaganda** | | |
| **Day 1, Monday 6th of December** | | |
| **Time** | Topics | Speakers |
| 8:30 - 9:00 | **Registration, joining the event** | |
| 9:00 - 9:30 | **Welcome, Opening of the MC** | - Anar Akylbekovna Turmukhambetova; Acting Board Chairman-Rector, Vice-rector for Strategic Development and Science**,** Karaganda Medical University;  - Johanna Heikkilä; JAMK University of Applied Sciences |
| 9:30 - 10:30 | **Programme and introductions of the participants** | Heikkilä & Tyrväinen & Kuanysh |
| 10:30 - 10:45 | **Coffee-break** | |
| 10:45 - 12.15 | **Service design methodology and process**  **(Lecture 1)** | Johanna Heikkilä |
| 12.15 - 13:00 | **Group work / Discussion** | Heikkilä & Tyrväinen & Blaževičienė |
| 13:00 - 14:00 | **Lunch time** |  |
| 14:00 - 15:00 | **Discovery (lecture 2)** | Lisbeth Fagerström |
| 15:00 - 15:30 | **Example of service design use in nursing development (lecture 3)** | Lisbeth Fagerström |
| 15:30 - 16:00 | **Coffee-break** |  |
| 16:00 - 17: 00 | **Discovery: continued in three small groups** | Heikkilä & Tyrväinen & Blaževičienė |
| Day 2, Tuesday 7th of December | | |
| **Time** | Topics | Speakers |
| 9:00 - 10:30 | **Discovery continued in three small groups at hospital** | Heikkilä & Tyrväinen & Blaževičienė |
| 10:30 - 10:45 | **Coffee-break** |  |
| 10:45 - 13:00 | **Discovery continued** | Heikkilä & Tyrväinen & Blaževičienė |
| 13:00 - 14:00 | **Lunch time** |  |
| 14:00 - 14:45 | **Discovery continued** | Heikkilä & Tyrväinen & Blaževičienė |
| 14:45 - 15:30 | **Discovery continued: Learning from each other: presentations** | Heikkilä & Tyrväinen & Blaževičienė |
| 15:30 - 16:00 | **Coffee-break** |  |
| 16:00 - 17:00 | **Generating ideas/ Defining (lecture 4)** | Aurelija Blaževičienė |
| Day 3, Wednesday 8th of December | | |
| **Time** | Topics | Speakers |
| 9:00 - 10:30 | **Generating ideas in three small groups** | Heikkilä & Tyrväinen & Blaževičienė |
| 10:30 - 10:45 | **Coffee-break** |  |
| 10:45 - 13:00 | **Generating ideas continued in three small groups** | Heikkilä & Tyrväinen & Blaževičienė |
| 13:00 - 14:00 | **Lunch time** |  |
| 14:00 - 14:30 | **Example of service design use in nursing development (lecture 5)** | Aurelija Blaževičienė |
| 14:30 – 15:30 | **Generating ideas continued (learning from each other)** | Heikkilä & Tyrväinen & Blaževičienė |
| 15:30 - 16:00 | **Coffee-break** |  |
| 16:00 - 16:30 | **Generating ideas continued in three small groups** | Heikkilä & Tyrväinen & Blaževičienė |
| 16:30 - 17:00 | **Example of service design use in nursing development (lecture 6)** | Hannele Tyrväinen |
| Day 4, Thursday 9th of December | | |
| **Time** | Topics | Speakers |
| 9:00 - 10:30 | **Developing/ Modelling (lecture 7)** | Paolo Colet |
| 10:30 - 10:45 | **Coffee-break** |  |
| 10:45 - 13:00 | **Developing/ Modelling continued in three small groups** | Heikkilä & Tyrväinen & Blaževičienė |
| 13:00 - 14:00 | **Lunch time** |  |
| 14:00 - 14:30 | **Example of service design use in nursing development (lecture 8)** | Paolo Colet |
| 14.30 - 15.30 | **Developing /modelling continued** | Heikkilä & Tyrväinen & Blaževičienė |
| 15:30 - 16:00 | **Coffee-break** |  |
| 16:00 – 17:00 | **Developing/ Modelling continued in three small groups** | Heikkilä & Tyrväinen & Blaževičienė |
| Day 5, Friday 10th of December | | |
| **Time** | Topics | Speakers |
| 9:00 - 10:30 | **Developing/ Modelling continued Sharing to all, presentations** | Heikkilä & Tyrväinen & Blaževičienė |
| 10:30 - 11:00 | **Coffee-break** |  |
| 11:00 - 13:00 | **Delivering (lecture 9)**  **Example of service design use in nursing development (lecture 10)** | Thora Hafsteinsdottir |
| 13:00 - 14:00 | **Lunch time** |  |
| 14:00 – 16:00 | **How to continue Service design process,**  **Next steps before MC II in May 23-27, 2022** | Heikkilä & Tyrväinen |
| Date 11th of December  Travelling day | | |

**Thank you for your participation!**